

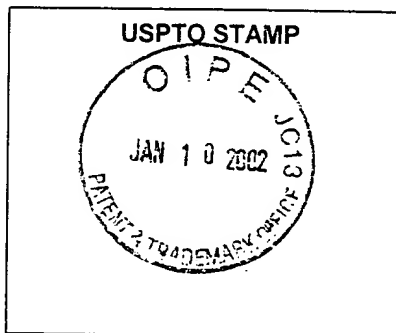
EXHIBIT C



Serial No.: 09/819,446 Filed: 3/28/01
Patent No.: _____ Issued: _____
Applicant: Kappel et al.
Title: CUSTOMER CARE AND BILLING SYSTEM

Packet No.: 051207-1070 C/M Date: 11-26-01
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